

CLAIMS

1. A service management program for hotel facilities, which operates in conjunction with a lodging management system for the management of information about the guests of the hotel from the registration at the check-in to the account at the check-out, the program executing:

a room number input step of obtaining and inputting the room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction step of transmitting the room number of the guest to a lodging management system to obtain the information about the guest concerned; and

a service indication step of comparing a service management table for the management of the attributes of the services of the hotel facilities and for the management of the availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and of indicating a service suitable for the guest's attributes.

2. The service management program for hotel facilities as set forth in claim 1 further executing an account-with-hotel-charge step of transmitting the room number of the guest obtained when the guest visits the hotel facility, in the case in which the facility charge is paid with the hotel charge at the check-out, to the lodging management system with the data of the facility charge to be paid with the hotel charge.

3. The service management program for hotel facilities as set forth in claim 1 further executing a facility information transmission step of transmitting the service availability information about the hotel facility to the indicating devices in the guest rooms and the lobby, and to the home page of the hotel, from the service management table of the hotel facility.

4. A service management method, for hotel facilities, which operates in conjunction with a lodging management system for the management of information about the guests of the hotel from the registration at the check-in to the account at the check-out, the method comprising:

a room-number-input step of obtaining and inputting the room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction step of transmitting the room number of the guest to a lodging management system to obtain the information about the guest concerned; and

a service indication step of comparing a service management table for the management of the attributes of the services of the hotel facilities and for the management of the availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and of indicating a service suitable for the guest's attributes.

5. The service management method for hotel facilities as set forth in claim 4 further comprising an account-with-hotel-charge step of transmitting the room number of the guest obtained when the guest visits the hotel facility, in the case in which the facility charge is paid with the hotel charge at the check-out, to the lodging management system with the data of the facility charge to be paid with the hotel charge.

6. The service management method for hotel facilities as set forth in claim 4 further comprising a facility information transmission step of transmitting the service availability information about the hotel facility to the indicating devices in the guest rooms and the lobby, and to the home page of the hotel, from the service management table of the hotel facility.

7. A service management apparatus for hotel

facilities, which operates in conjunction with a lodging management system for the management of information about the guests of the hotel from the registration at the check-in to the account at the check-out, the apparatus comprising:

a room-number-input means for obtaining and inputting the room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction means for transmitting the room number of the guest to a lodging management system to obtain the information about the guest concerned; and

a service indication means for comparing a service management table for the management of the attributes of the services of the hotel facilities and for the management of the availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and for indicating a service suitable for the guest's attributes.

8. A computer readable recording medium for recording a service management program for hotel facilities, which operates in conjunction with a lodging management system for the management of information about the guests of the hotel from the registration at the check-in to the account at the check-out, the program executing:

a room-number-input step of obtaining and inputting the room number of a guest when the guest visits the hotel facility;

a lodging management system conjunction step of transmitting the room number of the guest to a lodging management system to obtain the information about the guest concerned; and

a service indication step of comparing a service management table for the management of the attributes of the services of the hotel facilities and

for the management of the availabilities of the hotel facilities, with the guest's own attributes in the information about the guest which has been obtained from the lodging management system, and of indicating a
5 service suitable for the guest's attributes.